

Proposed Amendments

23. (Currently Amended) A method comprising:
- receiving an incoming customer support request at a channel driver, wherein
- said channel driver is in communication with a communications channel,
- a media type of said communications channel is one of a plurality of media
- types, and
- said channel driver is configured to communicate with said communications
- channel using said media type;
- in response to said receiving said incoming customer support request, forming a
- message, wherein
- said forming comprises
- inserting customer relations management system information and other
- customer relations management system information into said
- message,
- configuring said message to be pushed from a communication server by
- encoding at least a portion of said message in a standard format
- recognized by , wherein
- said standard format conforms to a data format specification,
- and
- said communication server and a channel driver[,] are
- configured to recognize said standard format;
- communicating said message between said communication server and said channel
- driver, wherein
- said message is configured to transport said customer relations management
- system information and said other customer relations management
- system information between said communication server and said
- channel driver, and
- said communicating is performed using said data format specification;

receiving **an incoming customer support request said message** at said communication server, wherein
said communication server receives said **incoming customer support request message** from said channel driver **in communication with a communications channel**,
a media type of said communications channel is one of a plurality of media types, and
said channel driver is configured to communicate with said communications channel using said media type,
said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being configured according to a data format specification,
said data format specification defines a plurality of interactions between said communication server and said channel driver,
said communication server and said channel driver being configured according to said data format specification allows said communication server and said channel driver to be configured separately; and
causing said communication server to route said **incoming customer support request message** to an agent, **wherein**
said causing routes said **incoming customer support request message** to said agent as a work item,
said causing routes said work item using said message,
said causing comprises pushing said message from said communication server,
said pushing is performed in response to said receiving said incoming customer support request,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding said agent,
said work item information comprises information regarding said work item,
said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least
 one of a command, a request and a notification; **and**
communicating said message between said communication server and said channel
driver, wherein
said message is configured to transport said customer relations management
system information and said other customer relations management
system information between said communication server and said
channel driver.